

BTEC Bulletin

News from the Business Transformation Executive Committee

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USAID Business Transformation Plan:

- Human Capital
- BSM
- Knowledge for Develop.
- Strategic Budgeting

Agency Competitive Sourcing Criteria Endorsed

At its August 13th meeting, the BTEC endorsed [Competitive Sourcing Criteria](#) for considering Agency commercial functions for public-private competition.

The BTEC was provided with a summary of the findings of the Competitive Sourcing (CS) Work Group, one of 7 work groups under the BTEC [Human Capital Subcommittee](#). The work group developed a 4 step process, based on industry "best practices", for: 1) developing nomination criteria; 2) developing the nomination process; 3) developing the selection process; and 4) validating the selection.

The BTEC recommended modification of the nomination criteria to include such variables as the potential for improving the quality of the work, variability of the workload and potential for cost savings.

Nominations have not been determined but the group is initially reviewing Management Bureau functions identified in the [Federal Activities Inventory Reform Act \(FAIR\)](#). The FAIR Act requires agencies to make an annual accounting

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State/USAID Joint Management Council Established

A key component of the State/USAID joint strategic plan has been addressed with the formation of a new council to oversee common management and administrative issues affecting both organizations.

The announcement of the new State/USAID Joint Management Council (JMC) was made at the August BTEC meeting as Gerald Britan, head of the Management Bureau's Management Policy and Metrics staff, described the purpose of this council. The JMC was created to guide implementation and oversee execution of key management policies and programs impacting both USAID and State.

The JMC is headed by an Executive Committee of four senior level executives from USAID and State. USAID's representatives include Deputy Administrator Fred Schieck (JMC co-chair) and Assistant Administrator for Management, John Marshall. State representatives include Under Secretary for Management, Grant Green (JMC co-chair), and Assistant Secretary for Resource Management, Chris Burnham.

The first meeting of the JMC was held on September 5, 2003. Functional work groups were designated to correspond to the 24 collaborative management issues identified in the joint State/USAID Strategic Plan. The work groups include: human capital; e-government; information communication technology; management processes; facilities; security; and resource management.

The goal of the JMC is to create a more integrated management structure in support of State/USAID strategic goals, and to reduce redundancies and costs for the taxpayer wherever possible.

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of their commercial and inherently governmental activities performed by federal employees for submission to the Office of Management and Budget (OMB). The FAIR Act requires that agencies adhere to the guidance of [OMB Circular A-76](#) to ensure that a competitive process is fair and transparent.

[Competitive Sourcing](#) is one of five key elements in the [President's Management Agenda](#). Competitive sourcing involves conducting public-private competitions that compare the performance of a government organization with that of a private sector organization in order to deliver the best value to the taxpayer regardless of "who" performs the function. Administrator Natsios has appointed John Marshall, Assistant Administrator for Management, as USAID's Competitive Sourcing Official to oversee and direct the program for the Agency.

Pillar Bureau Customer Service Standards Developed

At the August 13th BTEC meeting, a customer services standard working group presented draft standards for the Pillar Bureaus.

The working group, consisting of members from DCHA, EGAT and GH, collaborated on a common approach and agreed that the standards should be simple, measurable and modifiable to reflect evolving customer priorities. The standards were reviewed by staff in the Pillar Bureau, regional bureaus and the field missions for additional input and revisions.

Joyce Holfeld, GH, who is the team leader for the overall Agency-wide customer service standards project, reminded the BTEC that the development of these standards is a 3 phase project. Phase 1 was completed in February 2003 when the BTEC endorsed customer service standards for the Management Bureau. Phase II is the development of the standards for the pillar bureaus. The standards for the regional bureaus and independent offices complete Phase III of the project and are scheduled for delivery by December 2003.

In accordance with the [Administrator's management reform objectives](#), this project relates to a key Agency goal to establish a customer service culture to support and facilitate smooth and efficient delivery of USAID's programs.

Did you know...

.....that no USAID organizations have requested the use of the BTEC approved policy for delegating the authority to award and administer grants? The delegation, provided on a voluntary basis through M/OP, is available to bureaus and offices as a way to provide greater flexibility in the implementation of the assistance program. For more information see the March 26th [General Notice on Guidelines for Delegation of Assistance Authority](#)....

Minutes of the BTEC meetings can be found on the BTEC website at <http://inside.usaid.gov/BTEC/>.

Transformation Updates

- At a special meeting of the BTEC, held on August 27th, the committee approved the Agency's FY 05 business cases for major technology investments. Mark Kneidinger, D/AA for Management and Deputy CIO, presented the findings of the Capital Planning and Investment Control (CPIC) Subcommittee that rated and ranked 7 business cases ranging from Phoenix Overseas Deployment to the Agency's Enterprise Architecture. Each business case described cost savings and cost avoidance as well as provided an alternatives analysis. The business cases are submitted to OMB as a part of the annual budget submission.
- At the August 13th meeting, M/HR briefed the BTEC on the performance of the Agency's automated recruitment tool, "AVUE". In a survey of USAID managers who had used AVUE for civil service recruitments, 43% ranked the quality of applicants as high quality; 69% were pleased with the timeliness; and 47% found the system very easy to use. Deputy HR Director Patrick Brown noted that survey respondents who had been trained on the automated recruitment system gave it high ratings. M/HR plans to complete staff training on AVUE in all Agency bureaus within the next six months.
- M/FM updated the BTEC at the August meeting on the plans for the [global deployment of Phoenix](#), the agency's core accounting system currently operating at USAID headquarters. Phoenix will be tested at three pilot sites (Peru, Ghana and Egypt) in 2004. The project consists of three phases. During Phase 1 in 2004 the system will be extended to Controllers and their staff; Phase 2 occurs in 2005 when the system is extended to Executive Officers, Contract Officers and Technical Officers; and Phase 3 occurs in 2006 when a Procurement System is integrated with Phoenix. The project is a key component of the Agency's plan for [Business Systems Modernization](#).
- Tim Beans, Chief Acquisitions Officer, briefed the BTEC in August on the status of a new Agency procurement system. USAID and the Department of State will collaborate on a joint procurement system and USAID will oversee this project. The current plan calls for deployment of a new procurement system in USAID Washington in FY 2005 and in the field in FY 2006.

Your comments and suggestions are welcomed. Please contact your bureau's [BTEC member](#) or nbarnett@usaid.gov. You may also contact us online at <http://inside.usaid.gov/BTEC/>



The next BTEC meeting is scheduled for September 10th.